Joint Base Operations Support Contract

# QUICK REFERENCE GUIDE

January 2001

**565** Call Center • • • • 476-HELP (4357)



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## ACCIDENT / INJURY

At KSC and CCAFS
To report an emergency dial 911

(for cell phone users at KSC/CCAFS use 867-7911).

At Patrick AFB

Dial 911 to report emergencies (including cell phones).

### 

- 1. Remove personnel out of harms way, if possible.
- 2. Administer emergency first aid only if certified to do so.
- 3. **Call 911** (867-7911 for cell phones at KSC/CCAFS) and report the incident.
  - · Give the following information:
    - Name and phone number
    - Building name, number, and location
    - Nature of the incident
- 4. Clear the immediate area of nonessential personnel.
- 5. Report to the Sr. Fire Officer/Incident Commander upon arrival to provide follow-up information.

**CAUTION:** Always take precautions to avoid contact with any body fluids. Contact with body fluids may result in exposure to highly transmittable diseases, e.g., hepatitis or HIV viruses. Report any suspected exposure to medical personnel immediately!

# FIRE / EXPLOSION

At KSC and CCAFS
To report an emergency dial 911

(for cell phone users at KSC/CCAFS use 867-7911).

### At Patrick AFB

Dial 911 to report emergencies (including cell phones).



### If a fire occurs, the following procedure should be followed:

- 1. Verbally warn personnel in the immediate area.
- Begin evacuation immediately upon notification. Proceed toward the nearest exit (do not use elevators, use stairs). Assist any physically impaired co-workers in exiting the building or reaching a safe area remote from the fire and near an exit stairway.
- 3. Close doors to work area upon leaving.
- 4. If the fire alarm system has not been activated then activate the system by pulling the nearest fire alarm manual pull station.
- From a safe location call 911 (867-7911 for cell phones at KSC/ CCAFS) to verify alarm was received and provide additional details on the location, size, hazards, etc.
  - NOTE: Facility manager (or designee) should report to the Incident Commander and provide any additional details on the incident. This action should be performed as soon as possible.
- 6. Proceed at least 200 feet away from the building and away from the street/entrance to the building. (Emergency forces will need this space to effect a proper response to the incident).
- 7. Find and stay with your supervisor/co-workers until notified by the fire officials that it is safe to re-enter the building.

### Explosion ——

### If you hear or witness an explosion:

- If possible, call 911 (867-7911 for cell phones at KSC/CCAFS) to report the location and nature of the incident. In the event of fire, pull the nearest fire alarm and evacuate to a Safe Area/Marshalling Area or designated Emergency Evacuation Assembly Point (EEAP).
- 2. Take cover under a desk, table, or behind a sturdy wall or barrier unless you see flames.
- 3. Be prepared for possible further explosions and toxic vapors.
- 4. Avoid windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- If directed to evacuate, proceed to a Safe Area/Marshalling Area or EEAP.
  - · DO NOT use elevators.
  - Feel doors carefully for heat to determine if they are safe to open.
     (See Evacuation)
  - Evacuate upwind/crosswind from potential toxic vapors.
- DO NOT move injured personnel unless they are in danger of further injury due to developing emergency conditions.
- 7. Watch for falling objects as you evacuate.
- 8. DO NOT use matches or lighters.



### At KSC and CCAFS

To report an emergency dial 911 (for cell phone users at KSC/CCAFS use 867-7911).

At Patrick AFB

Dial 911 to report emergencies (including cell phones).

### **○** Lightning **○**

**Launch/Spacecraft Facilities:** Actions to be taken are dependent on your facility and stage of operation. If you have questions in this regard contact the complex/facility safety supervisor.

**Phase I Lightning Advisory:** Issued when lightning is expected within five (5) nautical miles of the boundary of a specific lightning alert area within thirty (30) minutes.

**Phase II Lightning Warning:** Issued when lightning is imminent or occurring within the five (5) nautical mile boundary of a specific lightning alert area.

### **General Lightning Safety Rules**

If lightning is imminent or occurring:

- 1. Stay indoors and away from windows and metal doors.
- 2. Do not use any equipment that could conduct sympathetic voltages into the work area (computers, telephones, water fountains, copiers, etc.) until the immediate threat has subsided.

### If outside:

- 1. Seek shelter in a protected building or automobile.
- 2. The highest object around should NOT be you or a nearby tree.
- 3. Avoid tall objects like power poles and flagpoles.
- Go to the lowest area.
- 5. Get out of open water.
- 6. Avoid metal objects like fences, gates, and unprotected structures.

Lightning

### ——— Thunderstorm ———

**Severe Thunderstorm WATCH:** Does not require immediate action. A severe thunderstorm watch is issued to heighten public awareness and should not be confused with a WARNING.

**Severe Thunderstorm WARNING:** Indicates that imminent danger to life and/or property is possible in the path of the storm and the following actions should be taken at once:

- 1. Postpone all outdoor activity, if at all possible.
- Pass information on the severe weather warning on to other personnel who may not be in a position to hear the original announcement.
- Take shelter in a sturdy building or a hardtop automobile. DO NOT take shelter in trailers or modular/temporary facilities.
- 4. Dock boats and stay away from the water.
- Avoid using phones and other electrical appliances (use phone only in an emergency).
- 6. Get to higher ground if flooding is imminent.
- If a funnel cloud is spotted, report it to 911 (867-7911 for cell phones at KSC/CCAFS) (See Tornado).
- 8. Wait for the "all clear" announcement by the Aural Warning System

### ○----Tornado ------

If you spot a funnel cloud and time permits alert **911** (867-7911 for cell phones at KSC/CCAFS).

If a funnel cloud, waterspout, or tornado is spotted or announced, take the following actions:

- Seek shelter in a substantial steel-framed or reinforced concrete building near interior walls away from windows.
- 2. DO NOT remain in trailers, modular buildings, or vehicles. Time permitting, relocate to a safer facility.
- 3. If unable to reach suitable shelter and you are in an open area, move at a right angle to the path of the funnel cloud.
- 4. If there is no time to escape, lie flat in the nearest depression such as a ditch or ravine.
- 5. Be alert to the possibility of flying debris, remain close to the ground or floor, and protect your head.
- 6. Remain in your shelter until the "all clear" notification is received.
- 7. Supervisors should account for all personnel and report any injuries.
- 8. Determine and report any facility damage as soon as possible.

### Hurricane/Tropical Storm

**HURCON IV:** Issued 72 hrs in advance of the earliest possible arrival of 50 knot (58 mph) winds.

- 1. Check hurricane kits and emergency supplies and issue as required.
- 2. Secure loose objects outside.
- 3. Fill gas tanks of government vehicles. (Parking may be directed at HURCON III)
- 4. Secure small buildings and trailers.
- 5. Move portable equipment inside.
- 6. Identify essential personnel and recall or place on standby as necessary.
- 7. Secure hazardous and non-hazardous waste sites at your facilities.
- 8. Designate essential personnel to be recalled for the recovery of your facilities Damage Assessment Recovery Team (DART).
- 9. Report major problems to your building custodian or hurricane coordinator.
- 10. Review HURCON III actions.

**HURCON III**: Issued 48 hrs before the earliest possible arrival of 50 knot (58 mph) winds.

- 1. Ensure that HURCON IV actions are complete.
- 2. Notify building custodians to begin hurricane preparations, i.e., secure windows, doors, etc.
- 3. Download computer hard drives to disks and take the disks with you upon evacuation.
- 4. Cover electrical equipment with plastic and elevate when possible.
- 5. Remove loose articles from desks, turn bookcases against inside walls, move furniture away from windows and doors, and lower blinds and close.
- 6. Park government vehicles where and when directed.
- 7. Release non-essential personnel when directed.
- 8. Review HURCON II actions.

**HURCON II**: Issued 24 hrs in advance of the earliest predicted arrival of 50 knot (58 mph) winds.

- 1. Ensure that all HURCON III and HURCON IV actions are complete.
- 2. Maintain accountability of personnel.
- 3. Complete hurricane preparations until directed otherwise.
- 4. EVACUATE when directed (except Hurricane Rideout Teams).
- 5. Monitor local radio and TV for "return to work" calls. This could take several days to weeks.

**HURCON I:** Hurricane Rideout Teams' activities.

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# Launch safety

### At KSC and CCAFS

To report an emergency dial 911

(for cell phone users at KSC/CCAFS use 867-7911).

### At Patrick AFB

Dial 911 to report emergencies (including cell phones).

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### ——— Launch Shelters ——

### **Kennedy Space Center**

At KSC all buildings are Launch Shelters (except trailers and modular buildings). All KSC personnel will shelter in a place in their work areas. Contingency support teams will be dispatched to facilities that are inside a potential plume corridor to shut down air conditioning/ventilation systems, if required.

If personnel are directed to shelter, they will remain in shelter until given an **All Clear** for their area/facility by competent authority (aural warning, security, etc.).

### **Cape Canaveral Air Force Station**

Over seventy (70) facilities are designated as launch shelters for protection from the effects of a catastrophic launch failure and are marked as follows:

**Mission Essential Only:** This sign indicates that access is limited to mission essential personnel who work in these facilities during critical launch functions.



**Titan-Atlas-Delta:** This sign is displayed on all other facilities that may serve as launch shelters and is **Open** to the **Public**.



If one type of vehicle is marked with the "Do Not Enter" icon, do not plan to shelter in that facility for launches of those vehicles.

**For Shuttle** launches you may shelter in **Any** of the facilities providing you have access.

**Notice:** Two (2) hours prior to launch, when conditions (wind, etc.) are not favorable, announcements will be made over the Cape Aural Warning System for personnel to "identify their launch shelter now." This is the cue for you to locate the closest shelter and ensure that it is open and accessible.

 If you have a documented RESPIRATORY PROBLEM you should shelter in the Port area Greenhouse, or the Dockmaster facility if the Greenhouse is closed.

**Facility Managers:** Upon catastrophic failure, close all windows and doors. Shut down ventilation systems, if possible. Shut off exhaust fans in bathrooms. Have all personnel sign in. Ensure that personnel remain indoors until the "all clear" is given.

### Evacuation ——

To evacuate to a Safe Area or designated EEAP or Marshalling Area take the following actions:

- 1. Use emergency respiratory equipment (**except in a fire situation**) when provided.
- 2. Assist others in evacuation. DO NOT use elevators.
- Evacuate UPWIND or CROSSWIND. Report to Safe Area/Marshalling Area or EEAP as required.
- DO NOT evacuate through contamination, vapor cloud, or fire, if possible.
- 5. Obey evacuation announcements from the response force or the Paging and Aural Warning System.
- Account for personnel, clear badge board if working in a controlled or restricted area.
- 7. Keep roads and entryways clear for the response force.
- 8. Assist response force by directing them to the location of the emergency.
- 9. Supervisor/controller should brief the Fire Chief/Senior Fire Officer on the status of personnel evacuation.
- 10. Stay clear of the area until it is declared safe or "all clear" by the senior person on the scene.

# SECURITY

EMERGENCY	911
Cellular Phone	867-7911(KSC/CCAFS)
Helping Hand	911
Crime Prevention	911
Plans & Programs	853-6629
Routine Calls	867-2121 (KSC)
	853-2121 (CCAFS)

### **○----- General -----**○

### **Prohibited Items:**

Personal Firearms

Personal ammunition

Air Rifles or pistols, blow guns, stun guns

Switch blade knives, machetes, swords, knives with more than 3-inch blade, throwing knives.

Black jacks or saps

Metal knuckles

Incendiary or pyrotechnic devices, Fireworks, and Explosives Any device/item known, or intended, to inflict injury or death or cause property damage, or any device/item specifically prohibited by City, County, State or Federal government.

### **Prohibited Activity**

Beach access during the hours of darkness and in areas affected by hazardous operations is prohibited. At other times call Security prior to walking or jogging on beaches.

Hunting or trapping of wildlife except as authorized by CCAFS/CC or KSC/CD for population or disease control is prohibited.

Back roads are off limits except when in government vehicles on official business.

### Fishing Policy

Permanently badged CCAFS and KSC employees, and four guests, may fish on CCAFS and KSC when in possession of a valid fishing permit. The following rules apply.

Permits are issued at the CCAFS Pass & ID Office (PIDS 1), CCAFS South Gate, KSC Pass & ID Badging Station (PIDS III) on NASA Causeway, KSC Gate 2B during the following hours (continued).

General

### ——— General Cont. ———

### Fishing Areas & Times:

PIDS I	Monday - Friday	0630-1630
PIDS III	Monday - Friday	0630-1700
Gate 2B	Monday - Friday	1700-Sundown
Gate 2B	Weekends & Holidays	0630 - Sundown
South Gate	Weekends & Holidays	Sunup - Sundown
South Gate	Weekday	Sunup - 0630
South Gate	Weekday	1630 – Sundown

### Authorized fishing areas:

Banana River. Gate 1 area, south boundary of CCAFS. Camera Road A. Located 1.5 miles south of Hangar C.

Old Pump Station. Located north of Complex 46 perimeter fence and east of Complex 1, 2, 3, and 4.

Complex 16 Beach. Located off the entrance road to Complex 16 Complex 34 Beach. Banana River, South of NASA Causeway. Navy Port Area. Fishing in the Navy Port is controlled by the commanding Officer, Naval Ordnance Test Unit.

### ○ General Cont. —

### Badging:

Everyone who enters CCAFS and KSC must possess a badge and display it above the waist at all times. Employees and visitors are issued badges or passes to conduct official business.

### Lost or Stolen Badges

If you lose your badge, a temporary pass can be issued for up to one week. If you are unable to locate the badge within two days, submit a written Lost Badge Report to your organization's security department. Report stolen badges immediately at 867-7763 or 853-5261.

### Getting a Replacement Badge

If you lose your permanent badge or left it at home, a temporary badge may be picked up at:

- PIDS I, at the south entrance of CCAFS by Gate 1.
- PIDS 3, on NASA Causeway, by Gate 3.

Both PIDS facilities are open Monday through Friday from 6:00 am until 5:00 pm.

### Obtaining passes at Perimeter Gates

Perimeter gates and the Visitor Records Center (VRC), (located in Room 1470, KSC Headquarters, Building M6-399) will issue passes after hours or during holidays and weekends. Gate 4, on the north KSC boundary, will issue passes 7 days a week, 24 hours a day.

### ○----- General Cont. -----

### Traffic Citations:

Anyone charged with a traffic violation is issued a Florida Uniform Traffic Citation (FUTC), KSC/CCAFS citation, or a Magistrate Citation (1805).

Moving Violations

Florida Uniform Traffic Citations and Magistrate Citations are issued for moving violations such as speeding, passing in a no passing zone and running stop signs or traffic signals. These citation result in points assessed against your driver's license and civil fines.

If you receive a KSC parking citation, you must complete and return the citation within 30 days to:

Traffic Records Office SGS-323 Kennedy Space Center, FL 32815

You may also hand deliver the citations to Bldg. K6-2496, Rm 1122.

Failure to respond will result in an additional point being assessed against you.

### Photography:

Cameras are allowed on CCAFS and KSC.

A facility commander must approve cameras inside CCAFS controlled or restricted areas.

Safety personnel govern cameras and photography inside KSC controlled or restricted areas.

There are no photography restrictions involving shuttle rollouts, launches, or landings.

### —— Threatcons

**THREATCON ALPHA:** A general warning of possible hostile activity, the nature and extent of which are unpredictable.

Post Threatcon Alpha placards on facilities.

Be suspicious of strangers, particularly those carrying suitcases or other containers. Watch for unidentified vehicles on or in the vicinity of the installations.

Watch for abandoned parcels or suitcases and any unusual activity.

Secure buildings, rooms, and storage areas not in regular used.

**THREATCON BRAVO:** An increased and more predictable threat of hostile activity, no paritcular target has been identified.

Post Threatcon Bravo placards on facilities.

Continue Threatcon Alpha Actions.

When ordered move cars and objects; e.g., crates and trash containers, at least 25 meters from buildings, particularly buildings of a sensitive nature.

Secure and regularly inspect all buildings, rooms, and storage areas not in regular use.

At the beginning and end of each workday, and at other regular and frequent intervals, inspect the interior and exterior of buildings in regular use for suspicious packages.

Examine mail (above the regular examination process) for letter or parcel bombs.

**THREATCON CHARLIE:** An incident occurred or a confirmed intelligence report states that hostile action is imminent.

Post Threatcon Charlie placards on facilities.

Continue, or introduce, all measures listed in THREATCONs ALPHA and BRAVO.

THREATCON DELTA: An attack occurred or is underway.

Post Threatcon Delta placards on facilities.

Continue, or introduce, all measures listed for THREATCONS ALPHA, BRAVO and CHARLIE.

Make frequent checks of the exterior of buildings and of parking areas.

Minimize all administrative journeys and visits.

# Bomb Threat Aid

Your name:
Position: Date:
Phone Number:
Exact closing words of the caller.  Time call received? Length of call?  Number received on  Date received
Questions to Ask:
<ol> <li>When is the bomb going to explode?</li> <li>Where is the bomb right now?</li> <li>What does the bomb look like?</li> <li>What kind of bomb is it?</li> <li>What will cause it to explode?</li> <li>Did you place the bomb?</li> <li>Why did you place the bomb?</li> <li>Who are you? Who do you represent?</li> <li>Please repeat what you've told me to make sure I understand you?</li> </ol>
Description of caller's voice
Male Female Young Middle Aged Old Voice Pitch: High Med Deep Accent Ethnic Regional Impediment? (describe) Calm Nasal_ Angry_ Stutter_ Excited_ Lisp_ Slow Raspy_ Rapid_ Soft_ Ragged_ Loud_ Clearing throat Laughing_ Deep Breathing_ Crying_ Cracking Normal_ Disguised_ Distinct_ Foreign_ Slurred_ Familiar Whose voice did it sound like?
Background Sounds
Street Animal Airplanes Clear Voices Static PA System Local call Long Dist PhoneBooth Music House Motors Office Factory Other (specify)
Language
Well Spoken Incoherent Foul Recorded Irrational Read
Remarks:

### ∘----- Suspicious Object ------

### LETTERS OR PACKAGES

If you notice a suspicious package or object, call 911 immediately. Unidentified bags arouse concern for explosive devices and are confiscated or destroyed. Note: Hand carried items such as gym bags, briefcases, lunchboxes and purses must be tagged with owners name, organization and telephone number. If your bag is inadvertently left somewhere, security must have a means to verify ownership.

- 1. **DO NOT** go near, handle, or touch the suspicious item.
- 2. DO NOT USE TWO-WAY RADIOS OR CELL PHONES UNDER ANY CIRCUMSTANCES.
- 3. **Call 911** immediately and report location and nature of the object (building and room number, letter or package, size, etc).
- 4. Write down everything you can remember about the item.
- 5. Follow orders to evacuate given by responding Security personnel.
- 6. Be suspicious of objects found around the house, office or auto.
- 7. Check mail and packages for :
  - Unusual odors
  - Too much wrapping
  - Bulges, bumps, or odd shapes
  - No return or unfamiliar return address
  - Incorrect spelling or poor typing
  - Items sent "registered" or marked "personal"
  - Protruding wires or strings
  - Unusually light or heavy packages
- Isolate suspect letters or packages. Do not immerse them in water. Doing so may cause them to explode.
- 2. Clear the area immediately

Notify your supervisor.

### **○ Robbery ─**

In the event of a robbery:

- 1. Do not resist, comply with the robber(s) orders, give only what the robber(s) demands.
- 2. If a duress switch is available, activate it when it is safe to do so.
- Observe the robber(s), noting details such as hair and eye color, height, weight, race, dress, scars, tattoos, speech, type of weapon, etc.
- After the robber(s) depart:
  - Call 911 (867-7911 for cell phones at KSC/CCAFS) do not hang up, if possible.
  - Allow no one to enter or exit the building. All exits will be locked until the arrival of security. Protect the crime scene.
  - When it is safe to do so, determine the type of vehicle and direction used in the get-a-way.
- 1. Write down the names and addresses of all possible witnesses.
- 2. Notify others around you of the incident.
- 3. **DO NOT** move or touch anything.

DO NOT discuss specific details the incident with anyone except the investigating police.

# Work Control

If you don't know who to call. dial:

476-HELP (4357)

### **Work Receipt and Customer Interface**

### **KSC/CCAFS /** 853-3231or 476-HELP(4357)

- Type II Work Requirements and Service Order Number (SON) Initiation
- Type III Work Requirement (AF 332, WAP & SR) Receipt and Service Order Number (SON) Initiation
- Type IV Project Design Requirement (AF 332, WAP & SR) Receipt and SON Initiation
- Status of all Service Order Number (SON) 476-HELP
- Trouble Call Desk

# Planning and Estimatin

### ——— Planning and Estimating

### KSC / 867-3275 CCAFS / 853-2064

### or 476-HELP

- Type II Service Order Number Planning/Estimating
- Type III Service Order Number (AF 332, WAP & SR) Planning/ Estimating
- Public Affairs Office Event Planning/Estimating

# Scheduling ——

867-8137 or 476-HELP

Type I, II, & III Service Order Number Scheduling

# lission Support Offi

### •—— Mission Support Office ——• 861-3761

- Launch Support (Type IV SON) Requirement
- Excavation Underground Permit & Locate Requirement
- Controlled Burn Coordination
- Hot Work Permits (Welding, Open Flame, etc.)

# •—— **JBOSC Duty Office** ——• 853-5211

- Emergency Responce Coordination
- After-Hours Work Requirments
- Operations Support (Type II Son) Requirements

### — Work Requirement Definitions

- **Type I** Recurring, routine maintenance activities e.g. Preventive Maintenance Program requirements.
- **Type II** Non-recurring maintenance and repair activities that do not require detailed planning. Type II requirements include trouble calls, service calls, minor repairs and fabrication.
- **Type III** Requirements that involve detailed planning/estimating or minor construction.
- **Type IV** Launch Support Countdown, SOW 4, Repetitive/on-going support.

# Priority Matrix

	Priority Level				
Mission Critical/Imminent Death	12	8	4		
Mission Critical/Life Safety Health	11	7	3		
Mission Support	10	6	2		
Other	9	5	1		
Respond to < 12 hrs; Complete <= 10 Days  Urgent  Mitigate <= 72 hrs; Complete <= 20 Days					
Routine '					
Respond <= 21 Days; Complete <= 30 - 60 Days					

# Environmental

# At KSC and CCAFS To report an emergency dial 911

To report an emergency dial 911 (for cell phone users at KSC/CCAFS use 867-7911).

### At Patrick AFB

Dial 911 to report emergencies (including cell phones).

### —— Chemical Spill/Release Reporting

### In the event of a spill of any hazardous material:

- 1. **Dial 911** (867-7911 for cell phones at KSC/CCAFS) and specify **Emergency** if the spill:
  - a. Could result in a fatal, imminently fatal, or acute illness injury.
  - b. Involves fire, explosion, or personal injury.
  - c. Could adversely impact public health, the environment, or property.
- 2. Dial 911 (867-7911 for cell phones at KSC/CCAFS) and specify Non-emergency if:
  - a. The spill is contained.
  - b. The spill can be controlled by shop personnel with existing training and protective equipment capabilities.
  - c. Cleanup support may be required.
- 3. Call J-BOSC Duty Office (853-5211) if the spill:
  - a. Is incidental to operations.
  - b. Is cleaned up by site personnel.
- 4. In the event of a chemical or hazardous material release the following steps should be taken as appropriate:
  - a. Activate area alarms if evacuation is required.
  - b. Evacuate the area if required.
  - c. Make the appropriate phone notification.
  - d. Notify the area supervisor.
  - e. Terminate the operation and stop the source of the spill or leak, without risk of injury.
- 5. The following information should be provided with notification:
  - a. Location of release.
  - b. Extent of injuries, fire, and/or explosions.
  - c. Substance release.
  - d. Quantity released.
  - e. Potential risk to human health or the environment, if possible
  - f. Need for cleanup assistance.
- 6. Pollution Incident Report (KSC form 21-555)

A pollution Incident Report must be completed for all chemical releases and faxed within 24 hours to J-BOSC Waste Management at 867-7737.

# Information

### **MANAGEMENT**

Duty Hours Call: CARE Center 867-5010

After Duty Hours Call: JCCC 867-2121

# Computer Viruses & Other Security Incidents

### For Suspected Viruses:

- If it appears that a virus is activating on your machine, immediately shut down your workstation, by turning off the power.
- 2. Place a note on the workstation indicating "Suspected Virus Do Not Use".
- 3. During duty hours call **CARE Center at 867-5010**. For non-duty hours call the **JCCC at 867-2121**.

### For A Suspected Intruder or Any Other Incident:

- If it appears that someone is trying to remotely access your machine, **Do Not Turn Your Machine Off or Touch The Keys**. Vital information as to the identity of the suspected attacker may be lost.
- 2. Do Not Try To Process, Insert, or Delete Any Information On The Machine.
- 3. **Physically Disconnect From The Network** by unplugging the network cable from your machine.
- 4. During duty hours call **CARE Center at 867-5010**. During non-duty hours call the **JCCC at 867-2121**.

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# KEY TELEPHONE NUMBERS

# **Ley Telephone Numbe**

# — Key Telephone Numbers —

KSC/CCAFS, Patrick AFB Emergency (Fire, Ambulance, Security Police)	on all phones 911 (867-7911on KSC/CCAFS for cell phones)
Call Center (Information)	476-HELP (4357)
Emergency Preparedness Office	853-6861
CCAFS Emergency Operations Center	853-9155/6
KSC Emergency Operations Center	867-9200
Storm Information/Update Hotline	861-7900
Fire Protection	867-2326
Security Desk	853-2121
JBOSC IT Security	867-4486
Care Center	867-5010
JBOSC Duty Office	853-5211
OS&H	853-7882

# Subcontractors

### —— Subcontractors ——

SGS's integrated team includes 11 specialty subcontractors chosen on the basis of their proven ability to provide innovative services in their fields of expertise.

Wyle Laboratories, one of the nation's largest independent testing and engineering firms, provides laboratory services support. (867-5702)

**United Paradyne Corporation**, experts in space launch operations, is responsible for propellants. **(853-4311)** 

Wiltech specializes in component cleaning and refurbishment of laboratories, and provides laboratory services support. (861-2474)

Comprehensive Health Services (CHS) manages and administers all aspects of occupational health programs for industry and federal agencies, and offers medical services, occupational medicine and environmental health services. (867-2025)

**InDyne, Inc. (IDI)** has expertise in information technology and engineering services, and provides administrative services and information management support. **(867-4605)** 

**Research Planning, Inc. (RPI)** specializes in emergency management, focusing on crisis and consequence management planning and analysis, and provides emergency preparedness. **(853-6861)** 

Science Applications International (SAIC), experts in Year 2000 analysis, conversion and remediation, SAIC offers data conversion and Year 2000 services. (867-8752)

**Federal Data Corporation (FDC)**, a leader in systems integration, specializing in turnkey, fully integrate system solutions for more than 26 years, FDC provides data warehouse design and implementation. **(867-7889)** 

Yang Enterprises, Inc. is a provider of computer, engineering, and custodial services and specializes in CMMS MAXIMO Integration for SGS. (867-9218)

Creative Management Technology, Inc. (CMTI) offers facilities maintenance and operations services to government clients, and provides SGS facilities maintenance. (799-4022)